My CrossWave® Cordless Max shuts off automatically | Support

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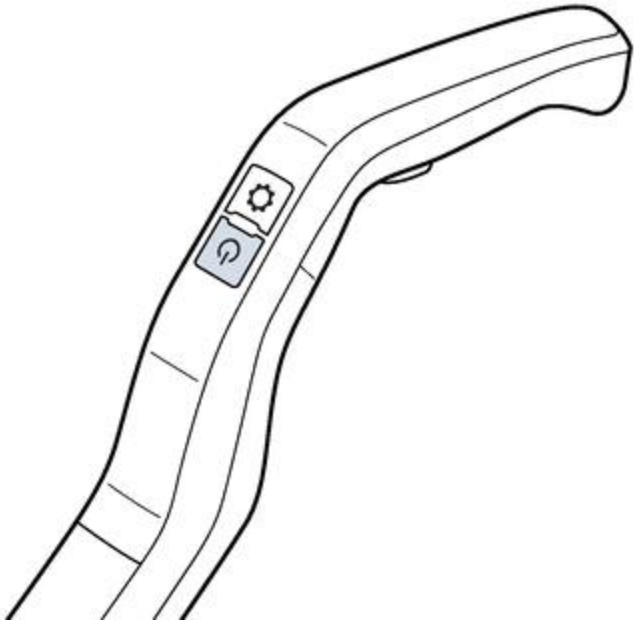
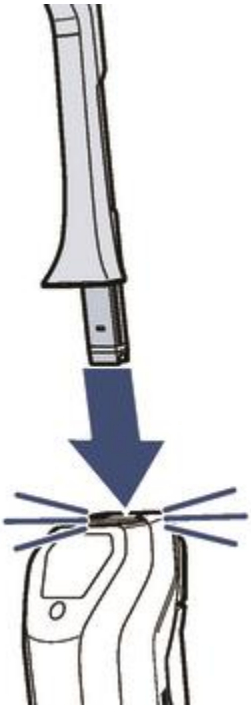
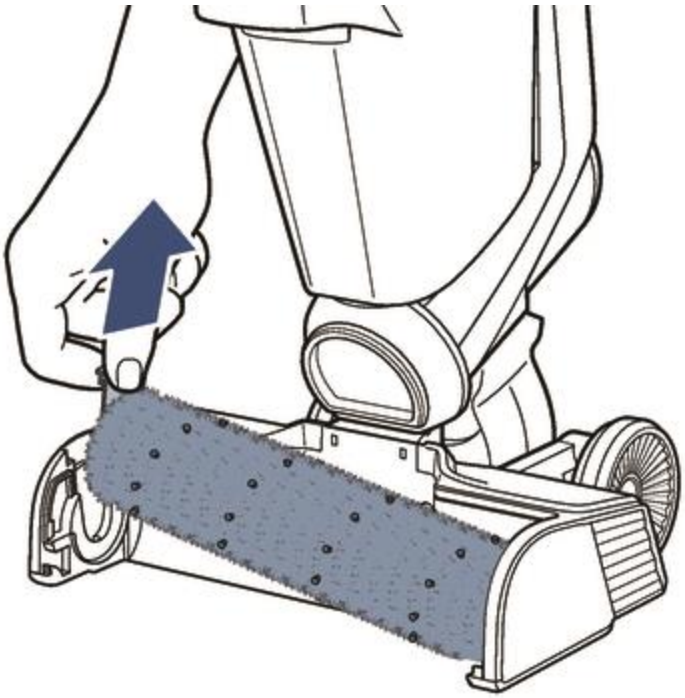
- Machine will automatically shut off if dirty water tank is full, look to see if orange dirty water tank icon is illuminated, and empty dirty water tank
  - If machine is shutting off with orange dirty water tank icon is illuminated, but dirty water tank is not full, follow the steps in **Cleaning Your Dirty Water Tank**
- Turn machine on by pressing power button



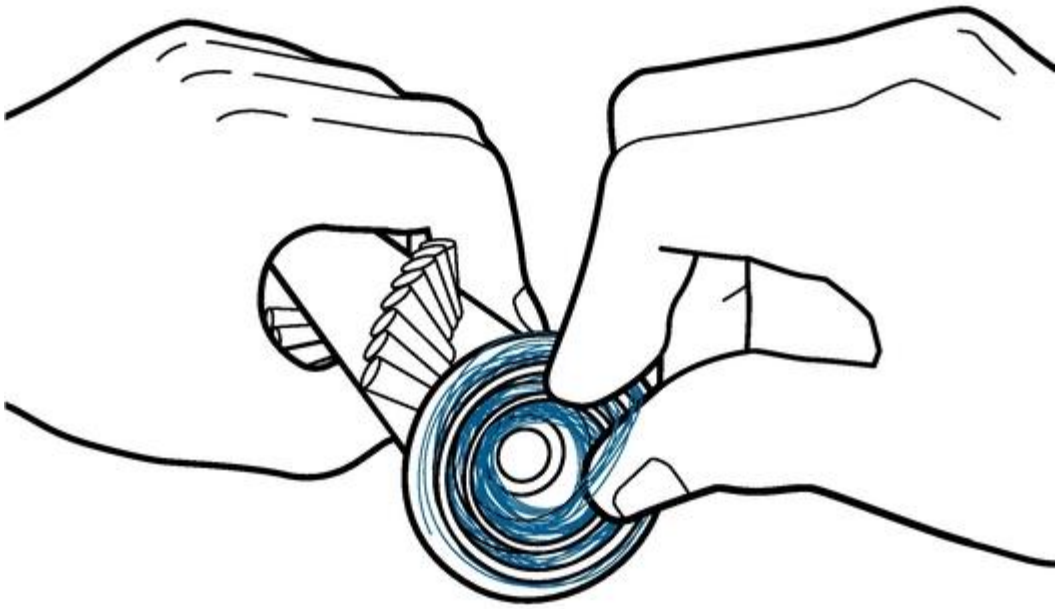
- If machine does not turn on, refer to **No Power troubleshooting**
- Remove handle by using a screwdriver or other blunt object to press round release button found above clean tank on back of machine
  - Pull up on handle to remove
  - Reinsert handle into machine until it clicks

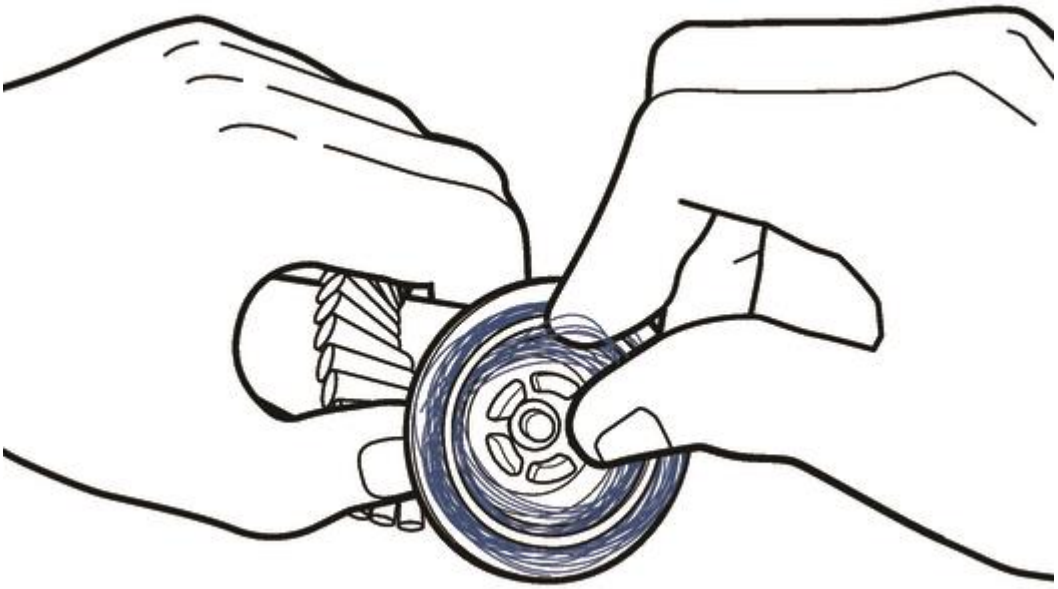


- Recline machine to activate brush roll
  - If brush roll does not turn, or machine shuts off after a short time, turn machine off by pressing the Power button
- Remove brush roll window by grabbing pull tab and pulling upward
- Hold brush roll tab and pull upward to remove brush

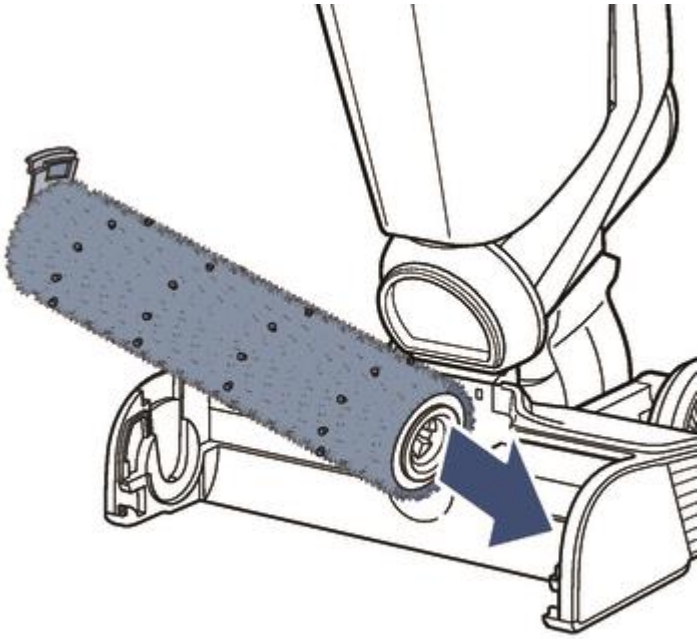


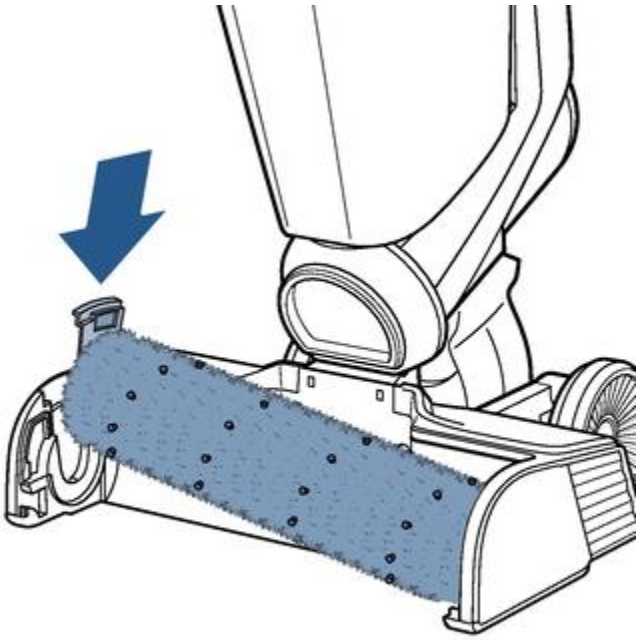
- Check ends of brush roll for wrapped debris or hair



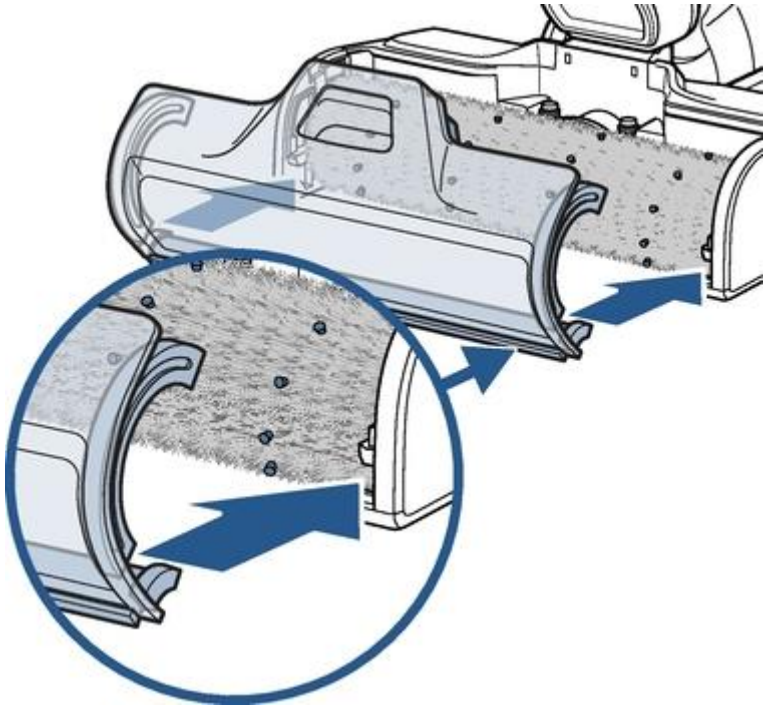


- Check plastic gear end on foot of machine and remove hair or debris wrapped in this area
  - Turn gear by hand to test spin
    - If gear doesn't spin, or spins too loosely, visit a **BISSELL Authorized Service Center or Contact Us**
- Hold colored pull tab on brush roll and spin other end
  - If brush doesn't spin, a replacement should be ordered
- Reinstall brush roll by inserting gray tipped end into right side of machine and then pressing down on colored tab until it clicks into place





- Reattach brush roll window
  - Line up tabs on front edges of foot and then push window into place until it clicks



- Turn machine on, recline, and test to see if **CrossWave** turns on and will run
  - If not, please contact us